

202

200

Business Rules Manager - Microsoft Internet Explorer provided by Network Associates

☐ Enabled
 ☐ Disabled
 ☒ Both

Sorted by Module ReQueue << >> Page 1 of 2 (37 records)

Name	204	Enabled	Module	210	Description
Notify Assign To On Ticket Creation	206	No	Help Desk	Create	Notify the Assign Tool
Notify Group On Ticket Creation	208	No	Help Desk	Create	212 Notify a Group of
Notify Did Assign To On Assignment Change		No	Help Desk	Update	Notify the previous
Notify Client On Ticket Close		No	Help Desk	Update	Notify Client when
Notify Client On Ticket Creation Close		No	Help Desk	Create	Notify Client when
Notify Creator On Ticket Close		No	Help Desk	Update	Notify Creator that
Notify Assign To On Ticket Re-Open		No	Help Desk	Update	Notify the Assign To
Notify Client On Ticket Re-Open		No	Help Desk	Update	Notify Client when
Notify Assign To On Ticket Follow-Up		No	Help Desk	Update	Notify Assign To
Notify Email Originator On Ticket Open Via Email		No	Help Desk	Create	Notify email address
Notify Client On Ticket Created Open		No	Help Desk	Create	Notify client of ticket
Notify New Assign To On Assignment Change		No	Help Desk	Update	Notify the new Assign
Example Time Based Escalation - Silver - 1st Alert (Help Desk)		No	Help Desk	Create Update	1st Warning Silver
Example Time Based Escalation - Silver - 2nd Alert (Help Desk)		No	Help Desk	Create Update	2nd Warning Silver
Example Time Based Escalation - 3rd Alert (Help Desk)		No	Help Desk	Create Update	3rd Warning Silver
Example Time Based Escalation - Silver - Critical Alarm (Help Desk)		No	Help Desk	Create Update	Critical Alarm Silver
Example Time Based Escalation - Silver - Overtime (Help Desk)		No	Help Desk	Create Update	Overtime Alarm Silver
Open Call From Email		No	Mail Listen	Create	Open a Help Desk
Close Call From Email		No	Mail Listen	Create	Close Call From Email
Update Problem From Email		No	Mail Listen	Create	Update the description

Greg Training Local Intranet

FIG. 2

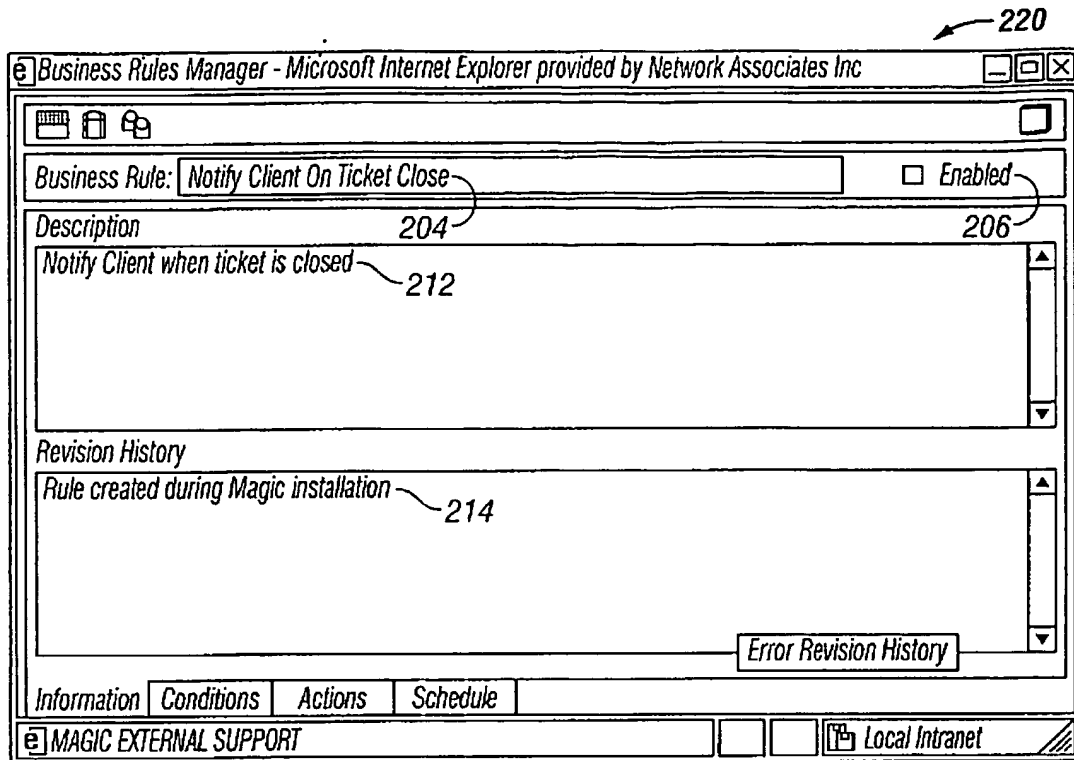


FIG. 3

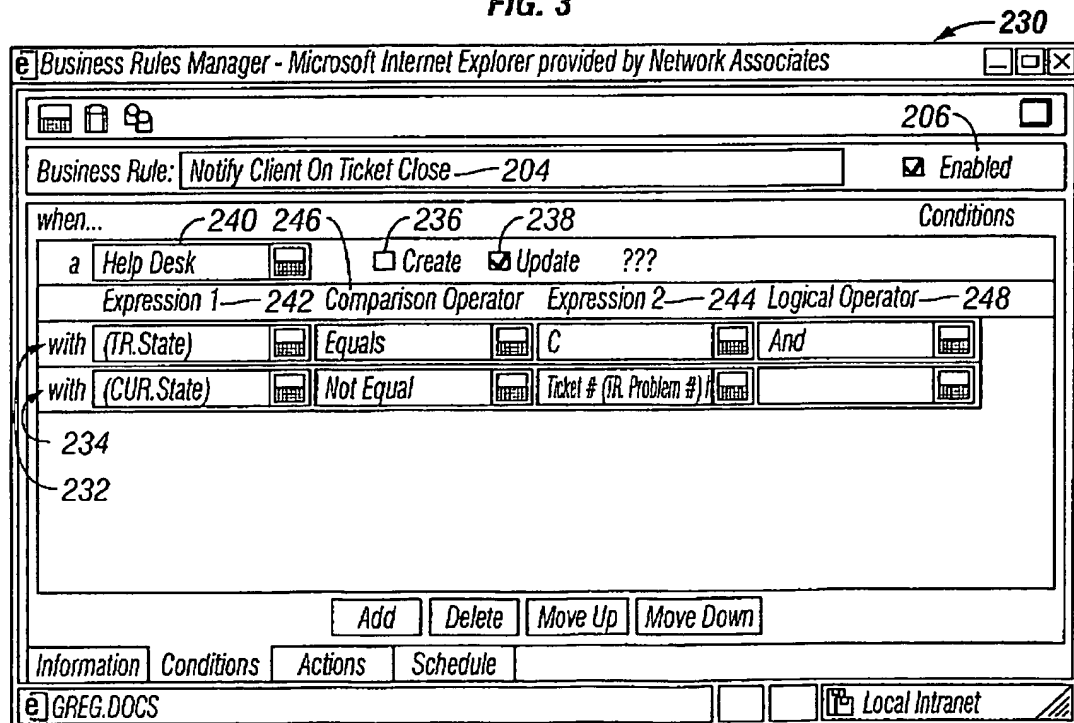


FIG. 4

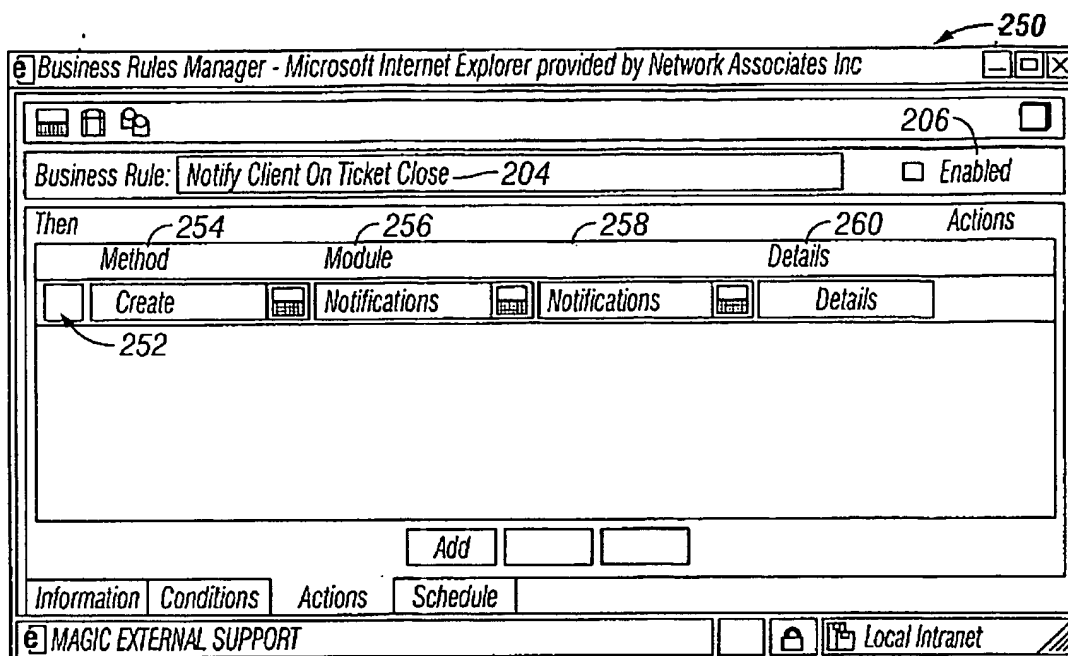


FIG. 5

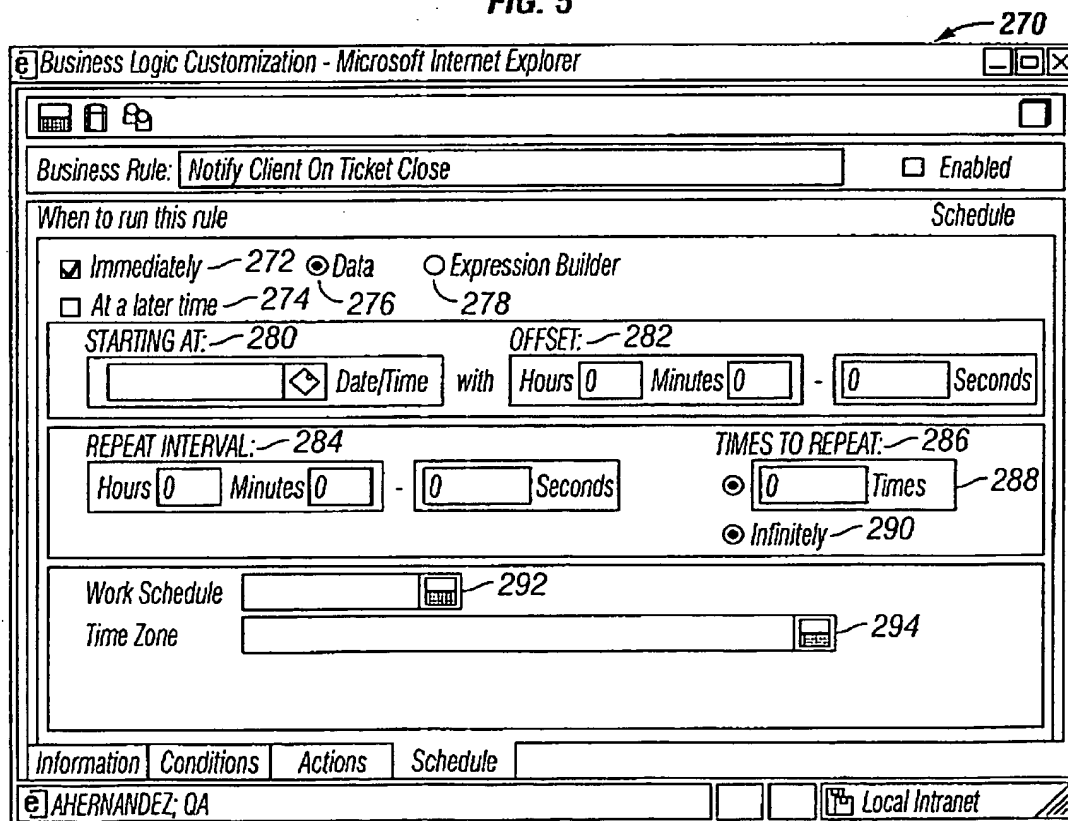


FIG. 6

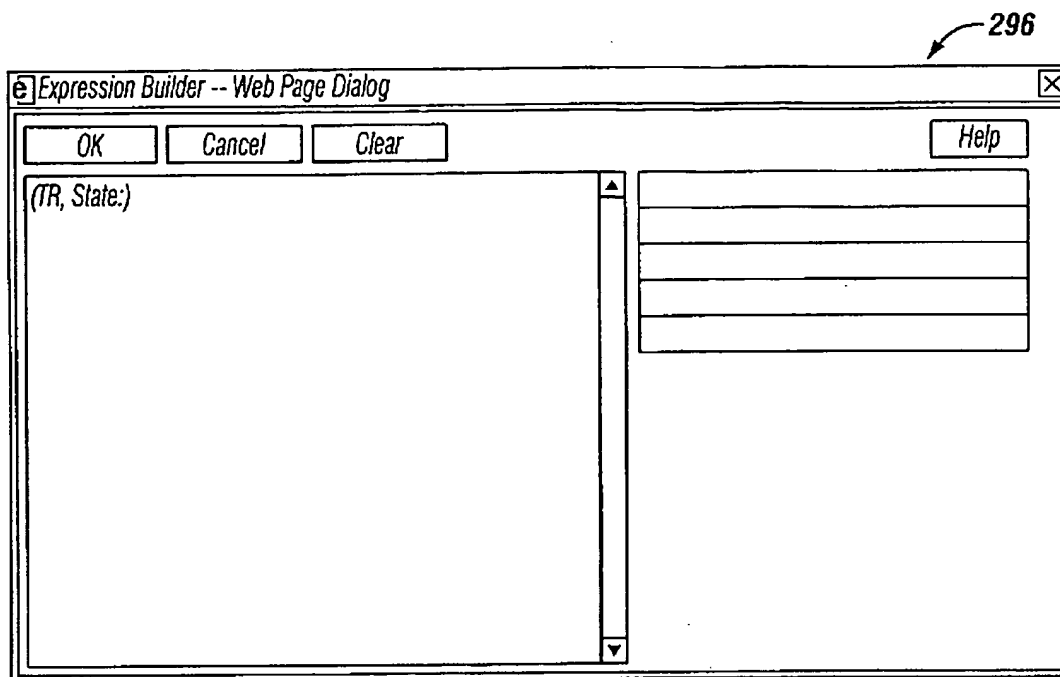


FIG. 7